



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

April 3, 2009

GENERAL LETTER NO. 8-B-66

ISSUED BY: Bureau of Medical Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 8, Chapter B, *APPLICATION PROCESSING*,
pages 15 and 16, revised.

Summary

This chapter is revised to clarify that an applicant who provides a signed release to a specific individual or organization for specific information has met the requirements for supplying requested information or verification.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 8, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
15, 16	July 27, 2007

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

If the client chooses not to check yes or no, leave the section blank and consider that the client has chosen not to register to vote.

If the client chooses not to sign the form, print the client's name and the date where indicated, and initial the form.

Tear off the voter registration information section and give it to the client. Keep the declination part of the form. See [6-Appendix](#) for a copy of the *Voter Registration* form and for office procedures for handling the form after completion.

If the form is not completed and you are conducting a phone interview, ask the questions and send the form to the client for signature. No follow-up is necessary after the form has been mailed. If the client returns the form, follow your office procedures for handling it.

VERIFICATION

Legal reference: 441 IAC 76.1(3), 75.52(2), 75.57(2)

Applicants must provide requested verification. Notify the applicant in writing what additional information or verification is needed. Provide this notice to the applicant personally, by mail, or by facsimile. Give the applicant ten calendar days to supply the information.

Explain the following to the applicant in writing:

- ◆ An applicant who must obtain information from a third party should not leave the information with the expectation that the third party will return it timely.
- ◆ The applicant is responsible for following up with the third party to be sure the third party has the information ready to pick up or has mailed the information to the Department in time to be received by the due date.
- ◆ The applicant may ask the Department for more time to get the information if the third party does not have the information ready or it will not arrive by the due date.

When the applicant is making every effort to obtain the information from a third party but is unable to do so in ten days and notifies you about the problem, you can allow additional time. Help the applicant to get the needed information, as requested.

An applicant who provides a signed release to a specific individual or organization for specific information has met the requirement for supplying requested information or verification to give you permission to get it. The general release does not meet this requirement unless the applicant asks for help.

Deny the application if the applicant does not provide the requested information by the specified due date and does not authorize the Department to obtain the information within the requested time.

If the applicant is unable to get information from a spouse who is no longer in the household, do not deny the application. Contact the applicant to obtain the best information available. Ask the applicant about bank accounts, records showing deposits of the spouse's income, information from the divorce proceedings, and tax returns.

Ask the applicant to provide information that would help to verify what the applicant is telling you about a spouse who is no longer in the home. From the information provided, determine eligibility. If the applicant fails to provide the requested information, deny the application.

Reporting Changes

Legal reference: 441 IAC 76.2(249A); 76.10(249A)

The applicant shall report any change that occurs during the application process within five working days of the date of the change.

PROCESSING STANDARDS

Legal reference: 42 CFR 435.911, 441 IAC 76.3(249A)

The following sections explain:

- ◆ [Processing guidelines that apply to all Medicaid applications.](#)
- ◆ [Guidelines for processing applications for children.](#)